BT

Payphone Contour 300

User guide

Calls and cash pages 4 – 9

find out:

- how to make calls
- about the different types of calls you can make
- how to check your cash

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Important information
Make a note of your BT Contour 300 Payphone serial number which is printed on the bottom of your phone

Your cash box key number

If you need any help, please visit our website at **www.bt.com/payphones**

If you need to contact us, please send an email with your query to **product.help.payphones@bt.com** or call the **Payphone Helpdesk** free on **0800 25 25 41** and we will be pleased to help you. Lines are open Monday to Friday, 9am to 5pm.

If you need replacement cash box keys, please call the **Payphone Helpdesk** free on **0800 25 25 41.**

If you would like to speak to our Sales Team, please call the **Payphone Sales Desk** free on **0800 11 55 11.** Lines are open Monday to Friday, 9am to 5pm.

Features pages 10 – 19

find out how to get the most from your payphone

If you'd like to change the way any of these features work, you can contact us using the details on page 23, or follow the instructions in this section.

Subject to your contract with BT Payphones, you may not be able to change some of these features.

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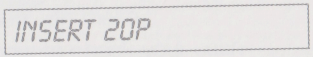
Making calls and managing your cash

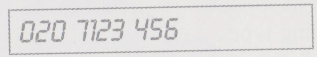
Making a call

1 Lift the handset and insert your money

eg 

2 Dial the number

When you've dialled, the payphone will check that there's enough money to start the call. If there isn't, it will eject the first coin and request one of a higher value.

eg 

You can check how many seconds you'll get for 10p or the minimum fee for this call. Check your notice for details.

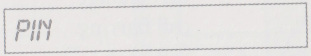
3 Watch the display for information

The display shows how much is left during the call.
When 20 seconds of call time is left, you'll hear the pips.
If you don't add any coins, the call will end.
Remember the payphone doesn't return unused coins.

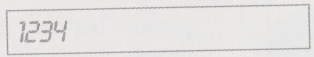
You can make calls without using coins

Only people with the PIN can do this.

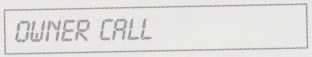
1 Lift the handset and press ✳



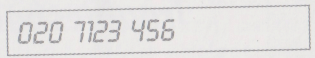
2 Enter your **PIN**

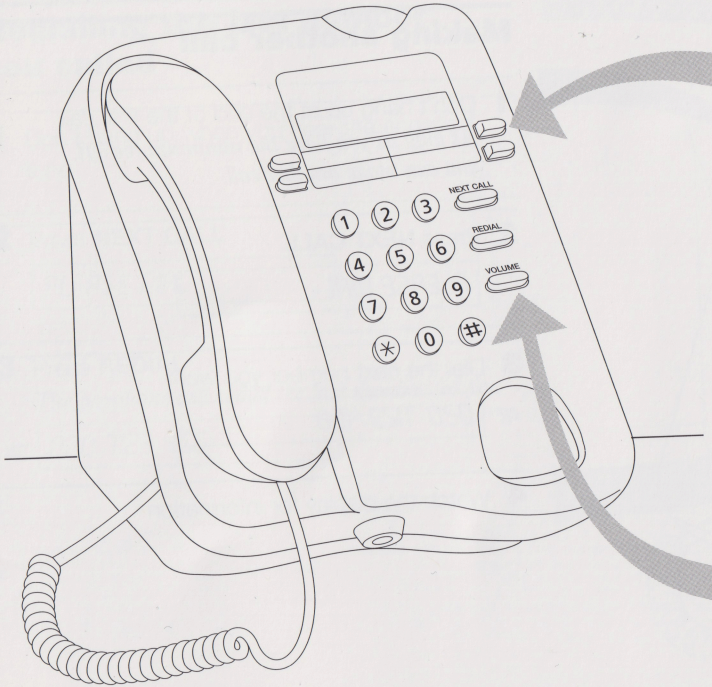
eg 

3 Press **NEXT CALL**



4 Dial the number

eg 



Calling a memory number

1 Lift the handset and insert your money

INSERT 20P

2 Press the memory button and wait for the call to be answered

Any more coins you put in while the payphone is dialling will be ejected.

eg TAXI

Changing the speech volume

Press **VOLUME** once to increase the volume

Press **VOLUME** again to return to the initial volume

The Contour 300 is fitted with an inductive coupler handset that makes calls easier to hear when used with a sutiable hearing aid.
If you use a behind-the-ear hearing aid, move the switch to the 'T' position and hold the handset earpiece next to the hearing aid.

Making another call

1 Don't hang up at the end of the first call

As long as you have the minimum fee left, you can make another call.

2 Press **NEXT CALL**

PLEASE DIAL

3 Dial the next number you want

eg 020 7123 456

4 Watch the display for information

Redialling the last number you called

1 Don't hang up when you hear the engaged tone

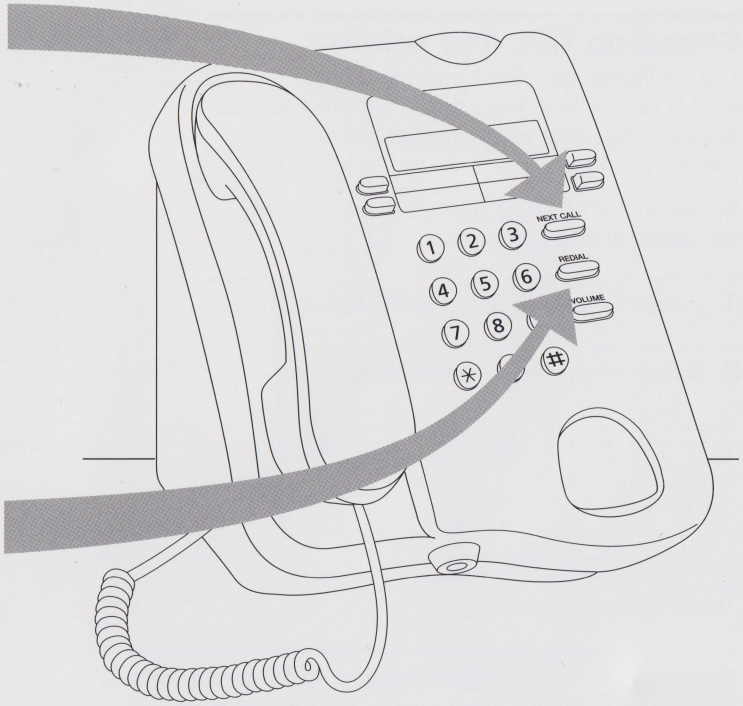
2 Press **NEXT CALL**

PLEASE DIAL

3 Press **REDIAL**

The payphone will redial the last number for you

eg 020 7123 456



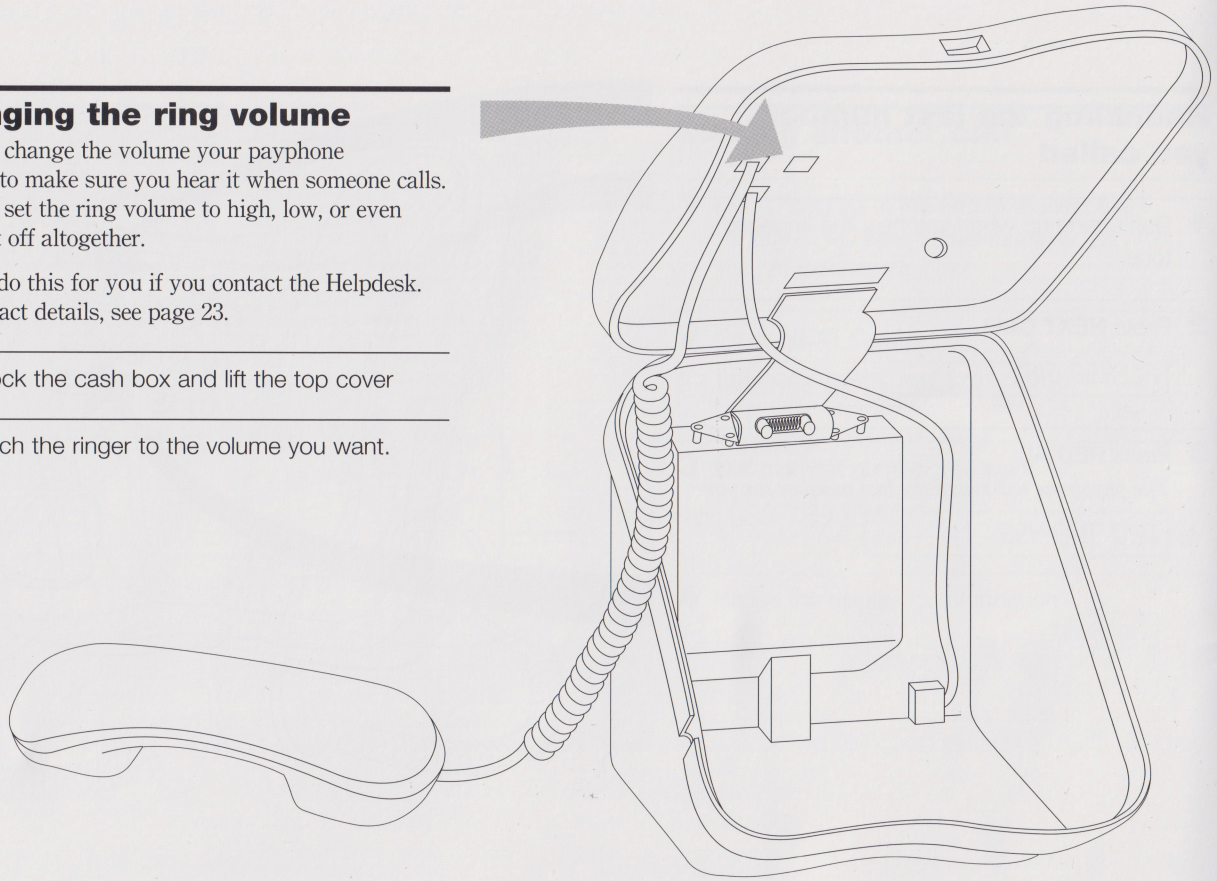
Changing the ring volume

You can change the volume your payphone rings at to make sure you hear it when someone calls. You can set the ring volume to high, low, or even switch it off altogether.

We can do this for you if you contact the Helpdesk. For contact details, see page 23.

1 Unlock the cash box and lift the top cover

2 Switch the ringer to the volume you want.



Checking your takings

1 Lift the handset and unlock the cover

PIN

2 Press ✱66#

The display shows how much money the payphone has taken since it was last reset. If you're going to empty the cash tray, reset the payphone to £0.

- *To leave the amount unchanged*
  Press #

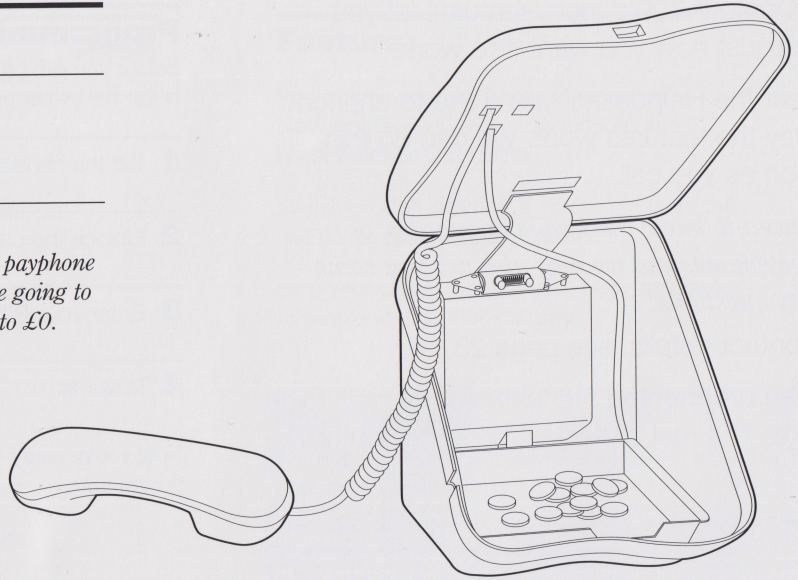
eg £32.40

- *To reset to £0*
  Press 0#

£0.00

- *To see how much the payphone has taken since it was first used*
  Press # again.

eg £145.76



Emptying the cash tray

Lift the top cover and remove the tray.

After you've emptied the cash tray, make sure that you've closed the top cover properly – try lifting it to check that it's closed.

Features

Your Contour 300's many features let you choose just how you want it to work.

Contact the Helpdesk if you'd like to change the way the features work. We can do this as soon as you call.

We'll need to know the telephone number of your payphone, and we may also ask you some security questions.

For contact details, see page 23.

You can programme the features yourself if you want to. The rest of this section tells you how.

Programming the features yourself

Before you can programme the features you need to begin the owner programming mode

1 Lift the handset

2 Unlock the cash box

3 Enter your **PIN**

4 Press #

Now you're ready to choose the feature you want to programme.

Feature	page
Use the **PIN change** feature if you think someone else knows your PIN or you want one that's easier to remember	12
Use **Call barring** to stop calls to certain numbers	12
Stop the last person called from making a **Call back** to your phone so that other people who are waiting have chance to make their call	12
Alter the **Call charges** to give callers more or less time for their money	13
You can change the **Minimum fee** if most calls from your payphone are short	13
Programme the **Memory buttons** with useful phone numbers	14
You can avoid accepting **Reverse charge calls** so that you don't have to pay for them	14
Programme **New call types** if you want to charge a specific fee for certain types of calls	15
If you get a lot of people from overseas using your payphone, you can let them choose their **Display language**	15
Programme your payphone to recognise **New coins** when they're introduced and to reject **Fake** or **Old coins**	16
Switch on **Call privacy** if you've got more than one phone connected to your line	17
Stop your phone number from being available to people with **Caller display**	17

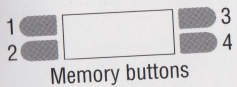
Extra features

Set the **Time** and **Day** so that your payphone can work out what rate to charge for calls	18
If you're on an older exchange, you might need to switch the **Dialling type** from tone to pulse dialling	18
You can bar **Incoming operator calls** to stop them connecting **reverse charge** calls to your payphone	18
As your payphone doesn't charge for incoming calls, you can use **Incoming call barring** to bar them	19
Make **Switchboard settings** if your payphone is on a switchboard and you need to dial a number to get an outside line	19

Begin lift ▶ unlock ▶ PIN enter ▶ # press

1 2 3 4 Memory buttons

Choose the feature to programme	Start	Programme ...	... and watch the display	End
PIN change *Change your PIN if you think that someone else has found out what it is or if you want one that's easier to remember.* ***Keeping your PIN Safe*** *If you want to write your PIN down, make sure you disguise it as another number such as phone number or birthday.*	*74#	Enter the **PIN** you want	SET TO _ _ _	#
Barring calls *You can stop calls from being made to certain types of numbers, such as international numbers.*	*22#	Press **Memory 1** to choose the type of call you want to bar Press **Memory 3** to change between barred ✘ and allowed ✓	FREE	#
Call back *You can stop people from calling the payphone back. This is useful for making sure that it isn't always busy with people who aren't paying for their calls.*	*56#	Press **Memory 3** to choose whether to allow people to call the payphone back ✓ or not ✘	LAST NO	#



Finish replace lock

Choose the feature to programme	Start	Programme …	… and watch the display	End

Call charges

You can decide how much to charge for calls by changing the number of seconds callers get for 10p on all the different types of call.

The higher the charge rate the higher the call charge.

Contour 300 calculates the cost of each call made internally and does not require meter pulses generated by the exchange.

✱24#

Press **Memory 3** to increase charge rate
Press **Memory 4** to decrease the rate

Your payphone is first set to charge rate 100. You can choose any rate between 20 and 500.

How charge rates work: If callers get 60 seconds for 10p at charge rate 100, doubling the charge rate to 200 halves the number of seconds to 30 for 10p.

CHARGE 100

#

Minimum fee

You can change the minimum fee for a call – useful if most calls from your payphone are short.

✱64#

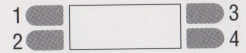
Press **Memory 3** to increase the fee in 10p steps
Press **Memory 4** to decrease the fee in 10p steps

The highest setting is £1

20P

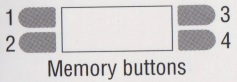
#

Begin lift ▸ unlock ▸ PIN enter ▸ # press



Memory buttons

Choose the feature to programme	Start	Programme …	… and watch the display	End
Memory buttons *You can programme up to four numbers which can be dialled by just pressing the memory buttons.* *You can choose a fixed fee for memory buttons so that all calls to that number are charged a set amount of your choice.* *If you would like us to programme names for your memory buttons, such as TAXI, contact the Helpdesk. For contact details, see page 23.*	✳63#	▸ Dial the phone number ▸ Press **Memory button** for that number ▸ Press **Memory 2** to choose the type of call, such as fixed fee. *If you choose a fixed fee, press # and then use Memory 3 to set the fee.* ▸ Repeat to programme the next memory button *Clearing a memory button* ▸ Press **REDIAL** when the display says… ▸ Press the **Memory button** you want to clear	ENTER TEL FREE ENTER TEL	#
Reverse charge calls *BT operators can tell that your phone is a payphone, and that they shouldn't connect reverse charge calls to it, from the brief tones it makes at the start of calls.* *You can switch this tone off but we recommend that you leave it on.*	✳43#	▸ Press **Memory 3** or **4** to switch the payphone ID on ✓ or off ✘	ID TONE	#

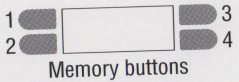


Memory buttons

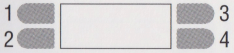
Finish replace lock

Choose the feature to programme	Start	Programme …	… and watch the display	End
New call types *When you dial a phone number, the payphone looks at the number and decides what rate to charge for that call.* *You can alter the call type for numbers so that you charge a different rate or you can even set a fixed fee.* *For instance, you could set a certain rate for international calls.* *You can also bar calls to numbers that start with certain codes.*	✳39#	▸ If you've already programmed some call types, press **Memory 3** until the display shows ----- ▸ Enter the number ▸ Press # ▸ Press # to bar the number, or press **Memory 1** to choose the charge rate	_ _ _ _ _ BARRED	#
Cancelling a call type	Follow the instructions above and press **REDIAL** when the display shows the code you want to cancel			
Display languages *You can let callers choose whether to see the display messages in English, French, German, Welsh, Spanish or Italian.*	✳52#	▸ Press **Memory 3** to switch the languages on ✓ or off ✘ ▸ Lift the top cover and push the lever to release the display cover. ▸ Turn the card around to show the flag symbols.	LANGUAGE ✓	#

Begin lift ▸ unlock ▸ PIN enter ▸ # press



Choose the feature to programme	Start	Programme …	… and watch the display	End
Fake coins *You can stop fake coins or tokens – called slugs – from being used to make calls.*	✳86#	▸ Press #### ▸ Insert 8 of the tokens or coins	SLUG	#
Old coins *You can stop coins that go out of circulation from being used to make calls.*	✳26#	▸ Press **Memory 1** to select the coin you want to stop ▸ Press **Memory 3** to stop it from being used for calls	COIN 10P ✓ COIN 10P X	#
New coins *You can programme your payphone to recognise new tokens and coins. The payphone will be better at recognising the new token or coin if you use eight different ones to programme it.* *You can programme up to two tokens or coins.*	✳86#	▸ Insert eight of the tokens or coins ▸ Press **Memory 3** or use the keypad to set the value of the coin	TOKEN A1	#



Memory buttons

Finish replace lock

Choose the feature to programme	Start	Programme ...	... and watch the display	End

Call privacy

If you have other phones connected to the same line as your payphone, the payphone could be used to listen in to your extensions.

You can stop people using your payphone to listen in to calls made on your extension by switching the privacy feature on.

If call privacy is on, you will not be able to transfer calls from your extension to your payphone.

✳77# ▸ Press **Memory 3** to switch the privacy feature on ✓ or off ✘

PRIVATE

#

Caller display

You can display the phone numbers of people who call your payphone.

✳36# ▸ Press **Memory 3** to switch Caller display on ✓ or off ✘

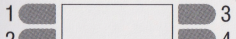
DISPLAY

#

Begin lift ▸ unlock ▸ PIN enter ▸ # press

1 2 3 4 Memory buttons

Choose the feature to programme	Start	Programme ...	... and watch the display	End
Time *The time and day are used to work out what rate to charge for calls.*	✳84#	Press **Memory 3** to move time forward Press **Memory 4** to move time back	TIME 14:26	#
Day *The time and day are used to work out what rate to charge for calls.*	✳32#	Press **Memory 3** to move day forward Press **Memory 4** to move day back	TUESDAY	#
Dialling types *Most phone exchanges use Touchtone™ dialling which makes musical notes as you dial. If you can't get through, try switching to pulse dialling.*	✳34#	Press **Memory 3** to change between tone and pulse	TONE	#
Operator calls *You can bar incoming operator calls to stop them connecting reverse charge calls.*	✳67#	Press **Memory 3** or **4** to bar or unbar operator calls	OP TONE	#



Memory buttons

Finish replace lock

Choose the feature to programme	Start	Programme ...	... and watch the display	End
Incoming calls *You can stop your payphone from answering incoming calls.*	✳46#	Press **Memory 3** or **4** to change between answer ✓ and answer ✘	ANSWER	#
Switchboards *There are two ways to use your payphone on a switchboard where you need to dial an access number such as 9 to get an outside line:* **Automatic access code** The payphone dials the access number automatically but you won't be able to make internal calls using the payphone. **User keyed access code** Callers have to dial the access number before they can make an external call. You'll be able to use the payphone for internal calls. *If you have any problems, please contact the Helpdesk. For contact details, see page 23.*	✳72#	**Automatic access code** ▸ Enter the code for an outside line ▸ Press # ▸ Press # ▸ Press **Memory 3** or **4** increase or decrease the time the payphone waits to get an outside line before dialling **User keyed access code** ▸ Enter the code for an outside line ▸ Press # ▸ Press **Memory 1** ▸ Press # ▸ Enter the first digit of your extension phone numbers	AUTOMATIC PAUSE 3-5 AUTOMATIC USER KEYED EXTENSION	#
Cancelling a code		Follow the instructions above and press **REDIAL** when the display shows the code you want to cancel		

Troubleshooting

Problem	Solutions
No dialling tone	▸ Check that the payphone is plugged into the phone socket. ▸ Contact the Helpdesk *for contact details, see page 23*
Continuous dialling tone after you dial	▸ Change dialling type, try again ▸ Contact the Helpdesk *for contact details, see page 23*
Display is blank	▸ Check that the payphone is plugged into the phone socket. ▸ Contact the Helpdesk *for contact details, see page 23*
Line is busy	▸ Check that the payphone is plugged into the phone socket. ▸ Contact the Helpdesk *for contact details, see page 23*

Problem	Solutions
Display says EMERGENCY CALLS ONLY	▸ Check the cash box is not full. ▸ Check that the coin slot is not jammed.
Coins not accepted	▸ Check the cash box is not full. ▸ Check that the coin slot is not jammed.
Lost keys	▸ Call the Helpdesk on **Free***fone 0800* **252 541**. If you know your key numbers, please have them ready.
Unknown PIN	▸ Contact the Helpdesk *for contact details, see page 23*
Display says PIN	▸ Check that the cash box is locked and the key is not in the lock.

Problem	Solutions
No ring	▸ Check that the ring switch is on. ▸ Check that incoming calls are not barred – see page 12. ▸ Check that you don't have too many phones connected to your payphone line. *Your Contour 300 has a REN of 2, check that the total REN of all your phones doesn't add up to more than 4.* *Each phone connected to a phone line uses the signal that comes down the line. The signal is only strong enough for a few phones so you need to make sure you don't have too many phones connected to the line. The REN number is a guide to how much of the signal your phone uses.*

Technical

Protecting against vandalism and theft

Your Payphone Contour 300 is designed for use in constantly supervised and sheltered sites. It is not recommended for locations where there is any risk of vandalism or theft.

Connecting to the BT Network

The Payphone Contour 300 is approved:

- to provide a public payphone service
- for multi-frequency (tone) and loop disconnect (pulse) dialling
- for inductive coupling to appropriate hearing aids
- for Call barring
- for use with compatible:
  - PBXs
  - PABXs
  - key systems
  - dealerboards
  - key and lamp units
  - automatic call distributors which provide a BS6312 compatible port and meet the requirements for simple phones. Your supplier will be able to provide you with a list of compatible apparatus.

Maintaining your Payphone Contour 300

Keep the Payphone clean and make sure that the coin slots are always free of obstructions.

Do not polish the keypad.

Requirements for payphone notices

OFTEL Regulations require you to display a payphone notice which gives the following information:

- details of limitations of access to the 100 operator service
- what happens to unused coins
- the minimum payment to make a call
- the method of payment
- the full postal address of the location of the payphone
- the person who should be contacted about caller complaints
- how calls are charged
- an indication that 999 and 112 calls are free
- a warning that calls may be overheard where other extensions are connected to the same line.

VAT liability

If you are registered for VAT, you will be required by HM Customs and Excise to account for the VAT on the cash you collect in your Payphone Contour 300.

Liability for calls

You must pay all the BT call charges. Calls are charged at standard BT rates.

You can set the rate that you charge for calls made from your Payphone Contour 300.

You might want to use the money you collect to contribute to the call charges and rental charges.

BT Chargecard calls

Calls made with a BT Chargecard which is charged to your Payphone Contour 300's phone number will be charged on your phone bill in the normal way. You will not be charged for calls made with other BT Chargecards.

EC Declaration of Conformity

We:	X2 Connect
Of:	111 Sleaford Road, Newark, Notts. NG24 1NG
Declare that model number:	Contour 100/1
Equipment:	Coin payphone for customer: British Telecom
Network connection type:	PSTN Class 1.2

is (are) in conformity with the requirements of the R&TTE directive.

Directive 1999/5/EC of the European Parliament and of the Council
9 March 1999.

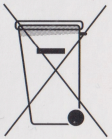
Compliance is achieved by conformity to the following:
EN60950: 1992 (Generic Safety)
EN55022: 1998 (EMC Generic Emissions)
EN55024: 1998 (EMC Generic Immunity)

Date of issue 15 June 2001

From 1st July 2006 the Contour 300 will now be supplied as a factory remanufactured unit. This is in line with recent European Directives covering environmental issues. This will not affect the performance of the product or your statutory rights. Guarantee period 12 months.

DISPOSAL INSTRUCTIONS FOR OLD PRODUCTS

The Waste Electrical and Electronic Equipment directive (2002/96/EC) (WEEE) has been put in place to ensure that products are recycled using the best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.



Please use one of the following disposal options:

- When you purchase a replacement product, hand the old product back to the retailer. The retailer should accept the product as this is a requirement under the WEEE directive (2002/96/EC).
- If you are purchasing a new product from BT, please contact us on the number below to arrange for disposal of the old product.
- If the BT product belongs to you and is no longer required (even if you are not replacing it), please contact us on the number below to arrange for disposal of the old product.

Please call the BT Payphones Customer Sales Helpdesk on 0800 115511.

All the above options enable the product to be treated in accordance with the WEEE directive (2002/96/EC0).
Printed on Recycled stock.

APPROVED
for connection
to the telecommunications
systems specified in
the instructions for
use subject to
the conditions set out
in them.

CE The Payphone Contour 300
conforms with European Directive
R&TTE 1999/5/EC

BT

Offices worldwide

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